



Department of Child Services DCS Hotline Fact Sheet January, 2011

How We are Performing

Total Number of Calls Handled During January	11,768
Average Number of Calls per Business Day	495
Average Number of Calls per Weekend/Holiday	142
Average Speed of Answer for Law Enforcement with Access Code	41 Seconds
Average Speed of Answer for non-law enforcement calls	1 minute, 41 Seconds
Average Length of Time Callers Spent Speaking with an Intake Specialist	11 minutes, 20 Seconds
<i>Total Number of Calls Received Year to Date</i>	<i>11,768</i>

